

Administrator Roles

Tasks & functions by role

Administration in Spark is organized around role-based access, which means that each administrator has access only to the functions and task pages that they need to manage.

Depending on the size of your team, you may have several different people with a few specific roles assigned to them, or a few people with several roles in charge of multiple tasks. For example, the person who handles your volunteering program will probably have the Volunteer Manager, Volunteer Rewards Manager and Bulk Email Manager roles. (Some of these available roles may not be applicable to your program depending on how your company has implemented Spark).

Here are the different administrator roles, and the tasks and functions they perform:

The Spark Administrator

The Spark Administrator is your main program manager(s), with access to all management functions, and the ability to assign admin roles to other users. Benevity assigns the Spark Administrator role during the configuration process, before your program launches.

Adhoc Reporting User

Can access the link to the Benevity Reporting Tool from the Manage side of the platform.

Awards Manager

Can make corporate donations, send corporate gift cards and configure campaign matching.

Bulk Email Manager

Can create and send bulk emails.

Campaign Manager

Can create and publish company giving opportunities, bulk manage (approve, decline, etc.) user-created campaigns.

Campaign Manager (non-admin)

Can create company giving opportunities but cannot publish, feature, approve, target or set custom matching.

Community Portal Manager

Can customize the Community Impact (CI) Portal text and can feature content on the CI Portal.

Content Manager

Can create and publish company news.

Dashboard Beta Admin

Can view custom dashboard reports on the Manage side of the platform.

Dashboard Manager

Can create, edit and manage Cover Stories.

External Match Manager

Can manage (approve or deny) external match requests.

Fundraising Manager

Can create and publish Fundraising opportunities.

Grant Management User

Can access the link to the Grants management interface from the Manage side of the platform.

Local Login

Allows users the ability to log into Spark via username and password bypassing the need to use SSO. The "role manager" can assign this custom role.

Ignore User File

Prevents a user's account from being deactivated if they are not on the user file. The "role manager" can assign this custom role.

Payroll Manager

Can create deduction periods, export deduction instructions and commit pledges as donations.

Reports Manager

Can access the reports tab and all default reports on the Manage side of the platform.

Reward Configuration Manager

Can set reward configurations for volunteers.

Role Manager

Can modify role assignments for users. Can also enable and disable Activity Streams, manage posts and download content. Please note that you'll also need to have the User Account Manager role assigned to you in order to take advantage of this role.

Site Settings Manager

Can modify User Directory Name and enable/disable the Mobile App under Site Settings in management area of Spark. Can also enable and disable Activity Streams, manage posts and download content.

Theme Manager

Allows those with this role to configure brand colors and a logo through an interface.

User Account Manager

View and edit profile details for all of Spark. Can access all user profile properties and have the ability to both edit and block users.

User Search

Can access the People tab, and view publicly safe versions of user profiles and sending bulk emails.

Volunteer Coordinator

Create company volunteer opportunities (Labelled as: user-created volunteer opportunities) but not track time, move user volunteer opportunities signup shifts (in bulk or otherwise). Created so that admin can give creation capabilities to a subset of users.

Volunteer Manager

Can create and publish company volunteer opportunities, manage time submissions, and bulk manage (approve, decline, etc.) user-created campaigns. Can also manage posts and download content relating to Activity Streams.

Volunteer Manager (non-admin)

Can create company volunteer opportunities, sign up others for volunteer opportunities and submit time for others. Cannot publish, feature, approve, target or set custom rewards.

Volunteer Manager Junior Admin

Can create, edit, publish and feature company volunteer opportunities and bulk manage (approve, decline, etc.) user-created campaigns, but cannot set custom rewards. Users are unable to view reporting information on the Manage side of the platform with this role alone.

Volunteer Manager (no reporting)

Can create, edit, publish and feature company volunteer opportunities and bulk manage (approve, decline, etc.) user-created campaigns. Users are unable to view reporting information on the Manage side of the platform with this role alone.

Volunteer Rewards Manager

Can approve or deny user-tracked volunteer time, (which may result in rewards, depending on your configurations).

Additional roles:

(based on program needs)

Auction Manager

Can import auction results, customize and send auction emails and cancel pending auction payments.

Badge Manager

Can modify user badge assignments.

Corporate Gift Cards

Allows a user to create corporate gift cards and no other permissions.

PAC Match Manager

Can create Political Action Committee (PAC) match gifts.

Team Manager

Can modify all user-created teams.

Missions Manager

Can create and manage challenges, Missions and activities from Spark. Can also see unpublished challenges.

Role Dependencies

Some roles are better in pairs! Please read the examples below of possible situations where you may want to group admin permissions for specific individuals in your organization:

- **Role Manager** and **User Account Manager** roles should be assigned to the Program Manager(s) who are looking to “self-serve” with account management of their users
- **Campaign Manager** role in conjunction with the **Awards Manager** will allow that user to apply extra matching to any opportunity during a campaign or under special circumstances like disaster relief.
- **Community Portal Manager** is usually paired with the **Campaign Manager**, so that they can manage internal and external campaigns simultaneously.
- **Fundraising Manager** is usually paired with the **Campaign Manager** role and once given both permissions the individual will be able to manage (approve, deny, archive, etc.) and publish Fundraising opportunities as well.
- **Site Settings Manager** paired with the **Dashboard Manager** role will allow the admin to modify Fiscal Year, Dashboard Budget Display and modify User Directory Name under Site Settings in management area of Spark.